



ADDENDUM #1

RFP-2022-NHH-04-CLAIM

Claims Management Services

On November 3, 2021, the New Hampshire Department of Health and Human Services published a Request for Proposals, soliciting proposals for Claims Management Services that provide electronic management of New Hampshire Hospital Claims, **and claims from other Department facilities**, including:

- Electronic acknowledgment of reimbursement (Explanation of Benefits);
- Verification of benefit eligibility both online and via a batch process;
- Ability to correct or modify claims;
- Ability to electronically forward secondary claims; and
- Compatibility or capability of interfacing with New Hampshire Hospital's Electronic Health Record.

The Department is publishing this addendum to:

1. Delete and replace Section 1, Introduction, Subsection 1.1, Purpose and Overview, with the following:

1.1. Purpose and Overview

This Request for Proposals (RFP) is published to solicit proposals for Claims Management Services that provide electronic management of New Hampshire Hospital claims, **and claims from other Department facilities**, including:

- Electronic acknowledgment of reimbursement (Explanation of Benefits);
- Verification of benefit eligibility both online and via a batch process;
- Ability to correct or modify claims;
- Ability to electronically forward secondary claims; and
- Compatibility or capability of interfacing with New Hampshire Hospital's Electronic Health Record.

The New Hampshire Department of Health and Human Services (Department) anticipates awarding one (1) contract for the services in this RFP.

2. Delete and replace Section 2, Proposal Process, Subsection 2.2, Background, Paragraph with the following:

2.2 Background

NHH must provide services and seek reimbursement through various payers. NHH utilizes an Electronic Health Records solution (myAvatar) that provides both clinical and business operations. Currently, reimbursement claims are entered manually into five (5) different systems, depending on the type of claim. Additionally, most secondary claims are processed manually and mailed. NHH would like to reduce



processing times for claims and the potential for manual errors that are present in the current system. NHH is seeking a solution to enhance NHH's ability to meet business operations that will leverage the best available technology. **The solution must be scalable to permit future expansion to other Department facilities.**

3. Delete and replace Section 2, Proposal Process, Subsection 2.2, Background, Paragraph with the following:

Q12 *Please provide a summary of your system that details the following information:*

- a. Average accounts receivable days per claim.*
- b. Percentage of your claims requiring resubmission.*
- c. Percentage of secondary claims that can be process electronically.*
- d. A description for each management report provided.*
- e. A description of the method used to calculate accounts receivable days for a resubmitted claim.*
- f. A complete description for all reporting information available in your client dashboard.*
- g. Ability to accept online payments from patients or guardians.***